

MAIL SERVICES MANAGER

DEFINITION:

Under general direction, to plan, organize and direct central processing and distribution of inter-office and U.S. mail; to supervise the work of mail service center personnel; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS:

Mail Services Manager is a management class allocated to the Department of General Services. Under the supervision of the Deputy Director, General Services, this class has responsibility for the operation of the county 's central mail system, marketing services to County and other government agencies, customer services, and the operation of an Internal Service Fund budget. This class differs from the next lower class, Mail Systems Specialist, in that the latter is responsible for supervising Senior Mail Carriers and for performing day and evening shift supervisory and administrative duties. In contrast the Mail Services Manager has a wide range of customer service, fiscal and budget, marketing and contract administration duties.

EXAMPLES OF DUTIES :

Mail Operations:

Establishes operating and administrative policy and procedures for the mail center and ensures security, safety and delivery standards are met; develops short and long range plans to upgrade automation, technology and equipment and maintain state-of-the-art operations; coordinates mail processing with the United States Postal Service (USPS) and other private sector mail services interfacing with the county 's mail system; plans, coordinates, schedules and reviews inter-office deliveries between county departments; interprets and complies with postal regulations; provides quotes for customers; monitors the costs of doing business; and improves services.

Customer Service:

Evaluates customer postal and mail requirements, develops and maintains customer service guides, provides expert technical advice and consultation; develops and amends mail service schedules; keeps customers up-to-date on postal regulations, rates and changes; acts as single point-of-contact for customer service and problem resolution; customizes mail center services to accommodate special mailings, requirements and legally mandated deadlines for all county departments and contract agencies; serves as county liaison with the USPS (Pacific District) and interprets USPS regulations and proposed regulations.

Fiscal and Budget Management:

Develops plans and cost estimates for personnel, equipment, vehicles, services, and supplies; prepares and updates U.S. and inter-office mail service rates; establishes and monitors customer department and contract mail service expenditure and revenue accounts; accounts for automated billing and cash transfers; prepares statistical data and reports; develops cost control plans and equipment depreciation and replacement schedules; develops training methods for efficient and safe use of equipment and vehicles.

Marketing and Contract Administration:

Develops marketing strategies and campaigns to attract new clients from other San Diego region governmental agencies; diagnoses critical aspects of mail business dynamics and develops effective promotional plans; prepares service proposals and cost estimates for clients; develops outreach programs and provides technical consultation to contract clients, including the resolution of contract or service disputes.

MINIMUM QUALIFICATIONS:**Knowledge of:**

- United States Postal Service mailing regulations and rates.
- General office procedures and practices that pertain to high volume, automated mail center operation.
- Methods of implementing and maintaining effective public relations.
- Principles and practices of supervision, performance evaluation, coaching, and training.
- Marketing concepts and strategies.
- Computer applications including spreadsheets, data bases, scheduling, word processing and office systems.
- Budget and fiscal accounting methods.
- Contract administration.
- County policies and procedures.
- The General Management System in principle and in practice.

Skills and Abilities to:

- Plan, manage and coordinate the operation of a large government, central mail center that provides services to the county and other government agencies.
- Establish performance standards and supervise assigned personnel.
- Conduct mail system evaluations, needs assessments and studies, and formulate recommendations.
- Develop program plans and cost estimates.
- Operate a multi-million dollar Internal Service Fund.
- Prepare statistical reports and contract proposals.
- Maintain records, logs, inventories and maintenance schedules for equipment and delivery vehicles.
- Develop customer marketing strategies and campaigns.
- Identify problems and resolutions and facilitate change.
- Resolve customer service complaints.
- Interpret and implement policies, procedures, standards and regulations.
- Communicate effectively orally and in writing.
- Establish and maintain cooperative relations with those contacted during the course of work.
- Manage contracts.

EDUCATION/EXPERIENCE:

Education, training, and/or experience that would likely demonstrate the knowledge, skills and abilities stated above. Examples of qualifying education/experience are:

1. Three (3) years of experience in a lead/supervisory role in a central mail distribution center of an organization servicing more than 10,000 employees and processing a minimum of five (5) million pieces of U.S. mail annually from customer pick-up for maximum automation discounts; OR,
2. Three (3) years of experience in the United States Postal Service which included lead/supervisory responsibility for a

major mail function or service; OR,

3. Two (2) years of experience as a Mail Systems Specialist in the County of San Diego.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Background Investigation:

Must have a reputation for honesty and trustworthiness with no felony convictions. Misdemeanor convictions may be disqualifying depending on number, severity, and recency. Applicants will be subject to a thorough background check.

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).